



DEFENSE INFORMATION SYSTEMS AGENCY

P. O. BOX 4502
ARLINGTON, VIRGINIA 22204-4502

IN REPLY
REFER TO: Joint Interoperability Test Command (JTE)

23 Feb 10

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Special Interoperability Test Certification of Plant Equipment Incorporated (PEI)
VESTA Meridian 1 (M1) with Software Release 2.4

References: (a) DoD Directive 4630.5, "Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS)," 5 May 2004
(b) CJCSI 6212.01D, "Interoperability and Supportability of Information Technology and National Security Systems," 8 March 2006
(c) through (e), see Enclosure 1

1. References (a) and (b) establish the Defense Information Systems Agency, Joint Interoperability Test Command (JITC), as the responsible organization for interoperability test certification.
2. The PEI VESTA M1 with Software Release 2.4 is hereinafter referred to as the System Under Test (SUT). The SUT was tested and is certified specifically with the Nortel M2616 proprietary telephone interface. The SUT was tested with the CS1000M; however, the following switches utilize the same line and trunk hardware and software as the CS1000M and JITC analysis determined them to be functionally identical for interoperability certification purposes: Nortel CS1000M-SG, Nortel CS1000M-MG, Succession DSN M1 Option 61C, Succession DSN M1 Option 81C, Nortel CS1000E, CS1000M-Cabinet, CS1000M-Chassis, Succession DSN M1 Option 11C Cabinet, and Succession DSN M1 Option 11C chassis. The SUT meets all of the critical interface and functional requirements and is certified for joint use within the Defense Switched Network (DSN) as a Customer Premises Equipment (CPE) Enhanced 911 (E911) Public Safety Answering Point (PSAP). The SUT offers a wire-line to radio interface capability; however, since there are no defined requirements for this interface this capability was not tested and is not covered under this certification. The SUT meets the critical interoperability requirements set forth in Reference (c) and testing was conducted using test procedures derived from Reference (d). This certification expires upon changes that affect interoperability, but no later than three years from the date of this memorandum.
3. This finding is based on interoperability testing conducted by JITC, review of the vendor's Letters of Compliance (LoC), and Defense Information Assurance (IA)/Security Accreditation Working Group (DSAWG) accreditation. Interoperability testing was conducted by JITC at the Global Information Grid Network Test Facility, Fort Huachuca, Arizona, from 10 through 14 August 2009. DSAWG granted accreditation on 23 February 2010 based on the security testing completed by DISA-led Information Assurance test teams and published in a separate

JITC Memo, JTE, Special Interoperability Test Certification of Plant Equipment Incorporated (PEI) VESTA Meridian 1 (M1) with Software Release 2.4

report, Reference (e). The Certification Testing Summary (Enclosure 2) documents the test results and describes the test configuration.

4. The Functional Requirements used to evaluate the interoperability of the SUT and the interoperability statuses are indicated in Table 1.

Table 1. SUT Functional Requirements and Interoperability Status

Interfaces	Critical	Certified	Functional Requirements	Status	UCR Reference																																				
2-Wire Digital Proprietary (Nortel M2616 Interface) (See note 1.)	Yes	Yes	Emergency 911 PSAP (R)	Met	5.2.1.4.1.2																																				
			MLPP in accordance with UCR, Section 5.2.2 (C)	Not Tested ²	5.2.12.3.5																																				
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			E911 Calls Required to Hold a local subscriber from Releasing in accordance with GR-529-CORE (C)	Met	5.2.12.3.5																																				
	Yes	See note 3.	Security (R)	See note 3.	5.4																																				
NOTE: 1 The SUT was tested with the CS1000M; however, the following switches utilize the same line and trunk hardware and software as the CS1000M and JITC analysis determined them to be functionally identical for interoperability certification purposes: Nortel CS1000M-SG, Nortel CS1000M-MG, Succession DSN M1 Option 61C, Succession DSN M1 Option 81C, Nortel CS1000E, CS1000M-Cabinet, CS1000M-Chassis, Succession DSN M1 Option 11C Cabinet, and Succession DSN M1 Option 11C chassis. 2 The SUT supports MLPP with this interface; however, E911 calls placed from the PSTN or DSN to the SUT are ROUTINE only. Therefore, this feature was not tested. Since it is not a requirement for an E911 PSAP, there is no operational impact. 3 Security testing is accomplished via DISA-led Information Assurance test teams and published in a separate report, Reference (e).																																									
LEGEND: <table><tr><td>C</td><td>Conditional</td><td>M1</td><td>Meridian 1</td></tr><tr><td>CS</td><td>Communication Server</td><td>MG</td><td>Multi-Group</td></tr><tr><td>DISA</td><td>Defense Information Systems Agency</td><td>MLPP</td><td>Multi-Level Precedence and Preemption</td></tr><tr><td>DSN</td><td>Defense Switched Network</td><td>PSAP</td><td>Public Safety Answering Point</td></tr><tr><td>FCC</td><td>Federal Communications Commission</td><td>PSTN</td><td>Public Switched Telephone Network</td></tr><tr><td>GR</td><td>Generic Requirement</td><td>R</td><td>Required</td></tr><tr><td>GR-529-CORE</td><td>LSSGR: Public Safety</td><td>SG</td><td>Single-Group</td></tr><tr><td>LSSGR</td><td>Local Access and Transport Area (LATA)</td><td>SUT</td><td>System Under Test</td></tr><tr><td></td><td>Switching Systems Generic Requirements</td><td>UCR</td><td>Unified Capabilities Requirements</td></tr></table>						C	Conditional	M1	Meridian 1	CS	Communication Server	MG	Multi-Group	DISA	Defense Information Systems Agency	MLPP	Multi-Level Precedence and Preemption	DSN	Defense Switched Network	PSAP	Public Safety Answering Point	FCC	Federal Communications Commission	PSTN	Public Switched Telephone Network	GR	Generic Requirement	R	Required	GR-529-CORE	LSSGR: Public Safety	SG	Single-Group	LSSGR	Local Access and Transport Area (LATA)	SUT	System Under Test		Switching Systems Generic Requirements	UCR	Unified Capabilities Requirements
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5. No detailed test report was developed in accordance with the Program Manager's request. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) System, which uses Unclassified-But-Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet at <https://stp.fhu.disa.mil>. Test reports, lessons learned, and related testing documents and references are on the JITC Joint Interoperability Tool (JIT) at <http://jit.fhu.disa.mil> (NIPRNet), or <http://199.208.204.125> (SIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at <http://jitc.fhu.disa.mil/tssi>.

JITC Memo, JTE, Special Interoperability Test Certification of Plant Equipment Incorporated (PEI) VESTA Meridian 1 (M1) with Software Release 2.4

6. The JITC point of contact is Mr. Cary Hogan, DSN 879-2589, commercial (520) 538-2589, FAX DSN 879-4347, or e-mail to cary.hogan@disa.mil. The JITC's mailing address is P.O. Box 12798, Fort Huachuca, AZ 85670-2798. The tracking number for the SUT is 0903502.

FOR THE COMMANDER:



2 Enclosures a/s

for RICHARD A. MEADOR
Chief
Battlespace Communications Portfolio

Distribution (electronic mail):

Joint Staff J-6

Joint Interoperability Test Command, Liaison, TE3/JT1

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DOT&E, Net-Centric Systems and Naval Warfare

U.S. Coast Guard, CG-64

Defense Intelligence Agency

National Security Agency, DT

Defense Information Systems Agency, TEMC

Office of Assistant Secretary of Defense (NII)/DOD CIO

U.S. Joint Forces Command, Net-Centric Integration, Communication, and Capabilities
Division, J68

Defense Information Systems Agency, GS23

ADDITIONAL REFERENCES

- (c) Office of the Assistant Secretary of Defense, "Department of Defense Unified Capabilities Requirements 2008," 22 January 2009
- (d) Joint Interoperability Test Command, "Defense Switched Network Generic Switch Test Plan (GSTP), Change 2," 2 October 2006
- (e) Joint Interoperability Test Command, "Information Assurance (IA) Assessment of Plant Equipment Incorporated (PEI) VESTA Meridian 1 (M1) with Software Release 2.4 (Tracking Number 0903502)," 23 February 2010

CERTIFICATION TESTING SUMMARY

1. SYSTEM TITLE. Plant Equipment Incorporated (PEI) VESTA Meridian 1 (M1) with Software Release 2.4; hereinafter referred to as System Under Test (SUT).

2. PROPONENT. United States Air Force (USAF).

3. PROGRAM MANAGER. Thomas Jefferson, 460 SCS/SCOI/MS, 84 N. Aspen St, Buckley AFB, CO 80011, e-mail: Thomas.jefferson@buckley.af.mil.

4. TESTER. Joint Interoperability Test Command (JITC), Fort Huachuca, Arizona.

5. SYSTEM UNDER TEST DESCRIPTION. The SUT is a Windows-based intelligent telephone console designed to provide functionality to assist critical call processing environments. The SUT uses a Computer Telephony Integrated (CTI) product running on a standard Personal Computer (PC) platform. The SUT centralizes federal call-center applications on an open platform that can integrate telephony functions with mapping, incident tracking, radio, Computer Aided Dispatch, touch-screen call control, and programmable hot keys. The SUT can operate in a network or standalone mode. This is a distributed concept wherein each workstation functions independently but still share all common files needed for the application using a network server. The SUT solution translates automatic number lookup and provides location information to the dispatcher. This process is based on a client-server CTI application (VESTA) coupled with a Management and Reporting Application (MagIC) and a Private Enhanced Address Location Information (ALI) (PEAbody) application. The console provides additional functionality to Nortel's Meridian 2616 Electronic Business Set telephone located on a standard PC platform. Audio is delivered to the operator at the VESTA workstation through a handset or headset jackbox connected to an Audio Control Unit (ACU). Call processing capabilities available on the workstations are provided by Nortel's Meridian 2616 Electronic Business Set telephone. The SUT offers a wire-line to radio interface capability; however, since there are no defined requirements for this capability, it was not tested and is not covered under this certification. The SUT was developed to interface with the Nortel M1 proprietary digital line interfaces and combines VESTA, the CTI 911 application, with the Meridian 1 PBX Communications System from Nortel. The SUT is composed of the following components:

VESTA Workstation. This is the interface for all applications. All command functions are controlled through the operator workstation. This architecture requires less hardware and maintenance and simplifies control with a single workstation mouse and keyboard. The workstation presents an enhanced user interface to call-taking agents by automating key functions, coordinating the delivery of information crucial to first responders, and broadening the range of communication interfaces. The VESTA Workstation consists of a PC-based application and VESTA installed on a Windows XP Pro Service Pack 3 (SP3) Operating System (OS) platform. It is equipped with a 24-button keypad and an ACU that delivers audio to the user through a handset or headset jackbox which is connected to the ACU.

ACU. The ACU processes the telephone's audio and presents it to the VESTA user. The audio received is provided to the user by way of the ACU jackbox connection to the handset or headset. The ACU uses a standard 4-wire interface for connection to the telephone. The ACU also records phone conversations and radio traffic on the workstations.

Nortel M2616. The Nortel Meridian 2616 Electronic Business Set is the telephone's interface used by the operator to communicate by either a handset or headset. The Nortel M2616 can be used with or without the Meridian Communications Adapter (MCA). The MCA is an optional adjunct which provides additional telephone buttons.

VESTA Server. The VESTA Server is the repository for common system files and resources. The VESTA Server provides a central point of administration and resource management. User profiles are developed and updated from the server application and are delivered to the workstations upon user logon. Resources such as ALI and communications, to include time synchronization, are managed by the server. The VESTA server contains the VESTA CTI 911 application, which includes the following features:

- Instant Recall Recorder (IRR) – Records audio from telephone allowing users to play back conversations on the fly; or sends recorded .WAV files to another workstation for analysis or assistance.
- Auto Dial – Features an array of buttons and pull-down tabs for accessing a speed-dial library, pre-programmed to perform answered or outbound call transfer quickly.
- Call Control – Point-and-click access to common telephony functions, such as Hold, Park, and Release.
- Volume Control – Allows user to customize and control volume levels in headsets, microphones, receivers, speakers, and ringers.
- Flexible Configuration – Provides flexibility to the system administrator and user in configuring screens to their operating preferences.
- Call Notes – Offers users the ability to type notes about a call, including any special circumstances or details, and save notes as part of the call record.

MagIC/PEAbody Server. The MagIC/PEAbody Server consists of a server-based application operating on a Windows 2003 Server OS platform with Structured Query Language (SQL) 9.0 database engine and the following two applications: MagIC and PEAbody.

MagIC. The MagIC is a call record management system that includes a records storage database Plant Equipment Inc-Database (PEI-DB), which is a configuration utility and a data filtering and reporting function. Data is collected from the VESTA Server and stored in the SQL database. The configuration utility provides for the customized description of data fields. A MagIC Monitor is used to view historical call information, perform search functions, filter the data, and generate 15 standard reports.

MagIC allows users to filter call data based on agent and console activity, date and time, Automatic Number Identification (ANI), ALI, TeleTYpewriter (TTY), notes and other call-related characteristics. Filtered data can be viewed, printed, or presented in standard reports, including:

- Agent or Console Activity - statistics on specific call events, averages and comparisons.
- Call Data for a Single Call Event - setup time, ring time, agent or position answering, hold time, transfers, talk time and teardown time; abandoned calls and wireless calls.
- Telecom Data Activity - a complete list of lines and trunks utilized during a call.
- ALI - information can be parsed and filtered for custom reports and searches.

PEAbody. The PEAbody is a National Emergency Number Association (NENA)-compliant database management system that provides comprehensive, secure, and reliable delivery and management of telephone extension location information. The PEAbody is a private ALI database system used to provide location information for emergency calls originating from M1 extensions. The PEAbody receives ALI requests from the VESTA Server by way of dual serial links. When a record is found matching the 10-digit ANI or Calling Party Number (CPN), the record is delivered to the VESTA Server. The VESTA Server manages the delivery of the ALI back to the console with the active call.

6. OPERATIONAL ARCHITECTURE. The Unified Capabilities Requirements (UCR) Defense Switched Network (DSN) architecture in Figure 2-1 depicts the relationship of the SUT to the DSN switches.

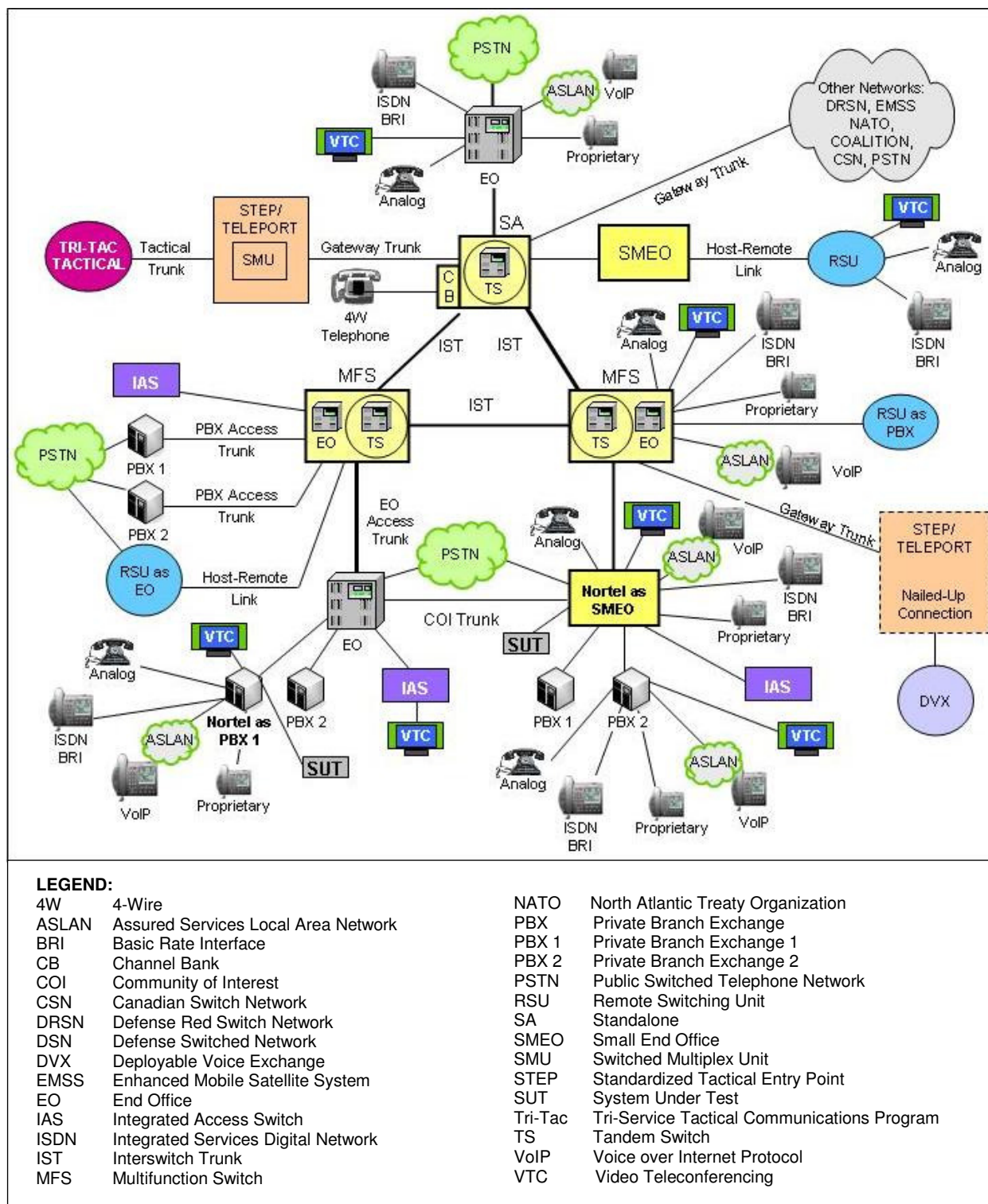


Figure 2-1. DSN Architecture

7. REQUIRED SYSTEM INTERFACES. Requirements specific to the SUT and interoperability results are listed in Table 2-1. These requirements are derived from UCR Interface and Functional Requirements (FRs) verified through JITC testing and review of the vendor's Letters of Compliance (LoC).

Table 2-1. SUT Functional Requirements and Interoperability Status

Interfaces	Critical	Certified	Functional Requirements	Status	UCR Reference
2-Wire Digital Proprietary (Nortel M2616 Interface) (See note 1.)	Yes	Yes	Emergency 911 PSAP (R)	Met	5.2.1.4.1.2
			MLPP in accordance with UCR, Section 5.2.2 (C)	Not Tested ²	5.2.12.3.5
			MLPP Precedence call alerting (C)	Not Tested ²	5.2.12.3.5
			FCC Part 15/Part 68 (R)	Met	5.2.12.3.5
			E911 Calls Required to Hold a local subscriber from Releasing in accordance with GR-529-CORE (C)	Met	5.2.12.3.5
	Yes	Yes	Security (R)	See note 3.	5.4

NOTE:

1 The SUT was tested with the CS1000M; however, the following switches utilize the same line and trunk hardware and software as the CS1000M and JITC analysis determined them to be functionally identical for interoperability certification purposes: Nortel CS1000M-SG, Nortel CS1000M-MG, Succession DSN M1 Option 61C, Succession DSN M1 Option 81C, Nortel CS1000E, CS1000M-Cabinet, CS1000M-Chassis, Succession DSN M1 Option 11C Cabinet, and Succession DSN M1 Option 11C chassis.

2 The SUT supports MLPP with this interface; however, E911 calls placed from the PSTN or DSN to the SUT are ROUTINE only. Therefore, this feature was not tested. Since it is not a requirement for an E911 PSAP, there is no operational impact.

3 Security testing is accomplished via DISA-led Information Assurance test teams and published in a separate report, Reference (e).

LEGEND:

C	Conditional	M1	Meridian 1
CS	Communication Server	MG	Multi-Group
DISA	Defense Information Systems Agency	MLPP	Multi-Level Precedence and Preemption
DSN	Defense Switched Network	PSAP	Public Safety Answering Point
FCC	Federal Communications Commission	PSTN	Public Switched Telephone Network
GR	Generic Requirement	R	Required
GR-529-CORE	LSSGR: Public Safety	SG	Single-Group
LSSGR	Local Access and Transport Area (LATA)	SUT	System Under Test
	Switching Systems Generic Requirements	UCR	Unified Capabilities Requirements

8. TEST NETWORK DESCRIPTION. The SUT was tested at JITC's Global Information Grid Network Test Facility in a manner and configuration similar to that of the DSN operational environment. The test configuration depicted in Figure 2-2 was used to test the system's interface functions and features.

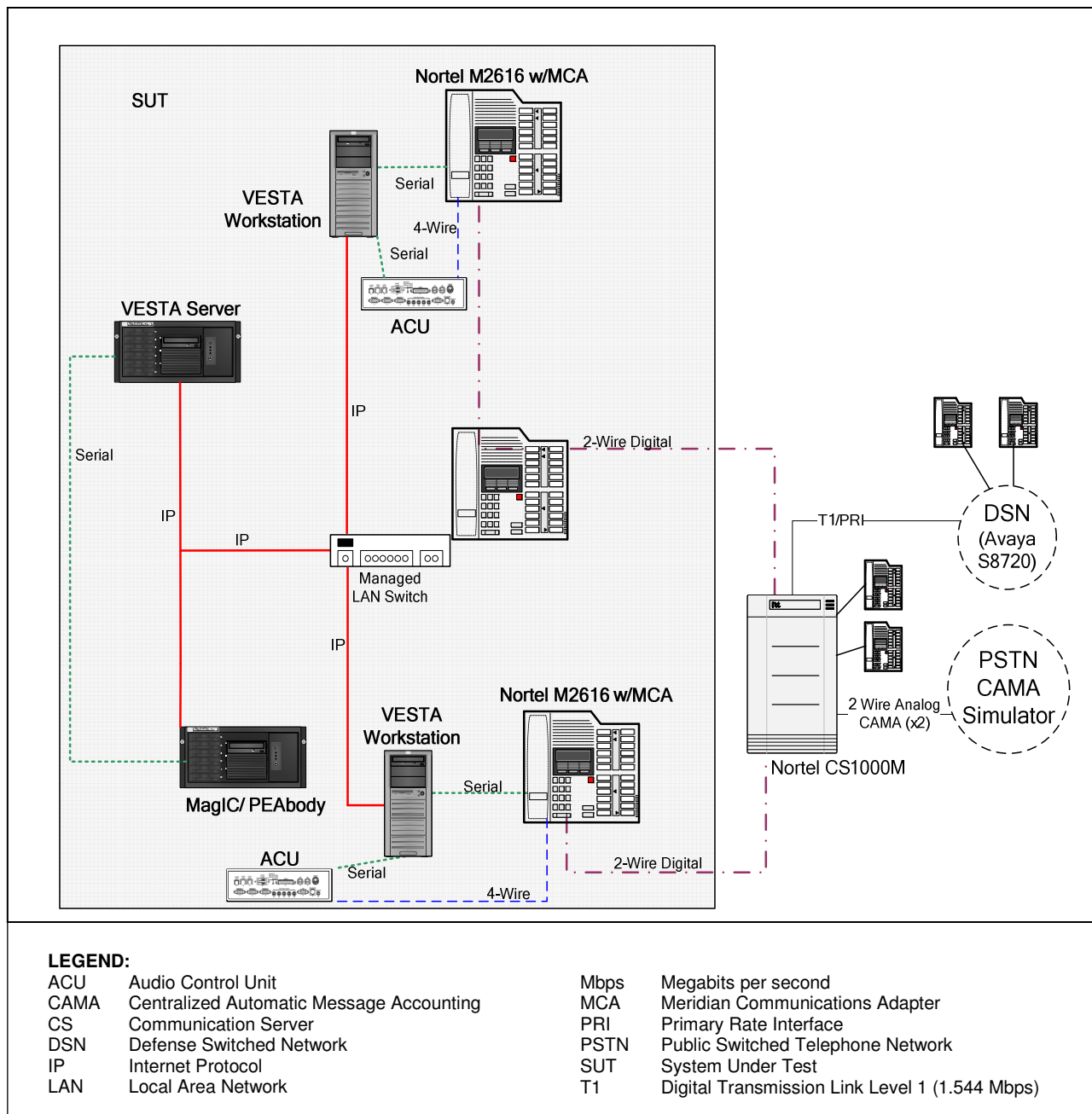


Figure 2-2. SUT Test Configuration

9. SYSTEM CONFIGURATIONS. Table 2-2 provides the system configurations, hardware, and software components tested with the SUT. The SUT was tested in an operationally realistic environment to determine interoperability with a complement of DSN switches noted in Table 2-2. Table 2-2 lists the DSN switches which depict the tested configuration and is not intended to identify the only switches that are certified with the SUT. The SUT was tested and is certified specifically with the Nortel M2616 proprietary telephone interface. The SUT was tested with the CS1000M; however, the

following switches utilize the same line and trunk hardware and software as the CS1000M and JITC analysis determined them to be functionally identical for interoperability certification purposes: Nortel CS1000M-SG, Nortel CS1000M-MG, Succession DSN M1 Option 61C, Succession DSN M1 Option 81C, Nortel CS1000E, CS1000M-Cabinet, CS1000M-Chassis, Succession DSN M1 Option 11C Cabinet, and Succession DSN M1 Option 11C chassis.

Table 2-2. Tested System Configurations

System Name	Hardware/Software Release		
Nortel CS1000M (See note.)	5.0		
Avaya S8720	Communication Manager 4.0 (R01X00.2.731.7) with Super Patch 14419		
SUT	Software Release	Sub Components	Software/Hardware
	Version 2.4	PEI ACU	NA
		PEI VESTA Server	Version 5.0 / Win 2003 with SP1, Xeon 3.2 GHz, 1 GB RAM, 30 GB HDD
		PEI MagIC	Version 5.0
		PEAbody Server	Version 4.1 / Win 2003 with SP1, Intel P4 3.2 GHz, 512 MB RAM, 30 GB HDD
		Vesta Workstations	WIN XP PRO SP2, Intel P4 2.6 GHz, 512 MB RAM, 40 GB HDD
Nortel M2616 Digital Proprietary Telephone with the Meridian Communications Adapter	Hardware/Software Release		
	NT2K16DNS Release 3		
NOTE: The SUT was tested and is certified specifically with the Nortel M2616 proprietary telephone interface. The SUT was tested with the CS1000M; however, the following switches utilize the same line and trunk hardware and software as the CS1000M and JITC analysis determined them to be functionally identical for interoperability certification purposes: Nortel CS1000M-SG, Nortel CS1000M-MG, Succession DSN M1 Option 61C, Succession DSN M1 Option 81C, Nortel CS1000E, CS1000M-Cabinet, CS1000M-Chassis, Succession DSN M1 Option 11C Cabinet, and Succession DSN M1 Option 11C chassis.			
LEGEND:			
ACU	Audio Control Unit	NA	Not Applicable
CS	Communication Server	P4	Pentium 4
DSN	Defense Switched Network	PEI	Plant Equipment Incorporated
GB	Gigabyte	RAM	Random Access Memory
GHz	Gigahertz	SG	Single-Group
HDD	Hard Disk Drive	SP	Service Pack
JITC	Joint Interoperability Test Command	SUT	System Under Test
M	Meridian	Win	Windows
MB	megabyte	XP	eXperience
MG	Multi-Group		

10. TEST LIMITATIONS. None.

11. TEST RESULTS

a. Discussion. The SUT interface to the DSN is via the Nortel CS1000M digital switching system two-wire M2616 digital proprietary lines.

(1) Test Setup. The SUT was configured as shown in Figure 2-2 to simulate an operational 911 Public Safety Answering Point (PSAP) configuration. The CS1000M

was configured to route all local, on-base DSN 911 originated calls from the Avaya S8720 and local, on-base Public Switched Telephone Network (PSTN) 911 originated calls to a single hunt group pilot number. This would allow access to an idle VESTA agent when a user dialed 911. A Centralized Automated Messaging Accounting (CAMA) two-wire analog trunk simulator was used to simulate incoming CAMA calls from the PSTN with ANI routed to the SUT. The SUT server was configured with a simulated database to display the respective 911 originating station's location information based on the specific ANI information.

(2) Test Conduct. Local DSN 911 originated calls from the Avaya S8720 and on-base PSTN originated 911 calls simulated by CAMA ANI simulator were placed to the SUT using the test configuration depicted in Figure 2-2. A total of thirty calls were placed and were positively answered by the SUT VESTA agent's workstation and the originating caller's location information was correctly displayed based on the ANI information received via the PSTN CAMA ANI simulator or via the Integrated Services Digital Network Primary Rate Interface from the Avaya S8720. The SUT also demonstrated the IRR function, which provides the VESTA agent the capability to play back recorded messages from each respective 911 call. In addition, after the calls were answered by the SUT agent, the 911 call was hung up to determine the SUT's ability to maintain the caller's location information. The SUT was able to maintain the 911 caller location information even after the 911 caller hung up the call. The critical interoperability requirements listed below were met by the SUT:

(a) The UCR, paragraph 5.2.12.3.2, states the requirements for an Emergency Service (911) PSAP. This requirement states if the PSAP and the 911 caller are served by different switches, the ability to hold the trunk up, maintain supervision, and provide ring back will be determined by both the switch capability and the trunk type used to tandem the 911 call. The SUT was serviced by different switches. The SUT was able to maintain the database information from the 911 caller even after the caller terminated the call. In addition, the SUT was able to call back the 911 caller in the event that the 911 caller hangs up the call which meets this requirement.

(b) The UCR, paragraph 5.2.12.3.5, states that all CPE devices are required to meet Federal Communications Commission (FCC) Part 15/Part 68 compliance. This requirement was met by the SUT with an LoC.

(c) The UCR, paragraph 5.2.12.3.5, states E911 PSAPs are required to hold a local subscriber from releasing. In accordance with this requirement, local 911 calls placed to the SUT are required to be held by the SUT even if the user hangs up. The SUT has the ability to hold the caller's location and recall information on the agents PSAP screen after the call is answered and even after the 911 caller hangs up. This allows the PSAP agent to contact the appropriate emergency agency in the event this happens.

(d) The UCR section 5.4 states the Information Assurance requirements for the SUT. These requirements are tested by DISA-led Information Assurance test teams and results are published under a separate report, Reference (e).

b. Test Summary. The SUT was tested with the CS1000M; however, the following switches utilize the same line and trunk hardware and software as the CS1000M and JITC analysis determined them to be functionally identical for interoperability certification purposes: Nortel CS1000M-SG, Nortel CS1000M-MG, Succession DSN M1 Option 61C, Succession DSN M1 Option 81C, Nortel CS1000E, CS1000M-Cabinet, CS1000M-Chassis, Succession DSN M1 Option 11C Cabinet, and Succession DSN M1 Option 11C chassis. The SUT meets all of the critical interface and functional requirements and is certified for joint use within the DSN as a CPE E911 PSAP. The SUT offers a wire-line to radio interface capability, however since there are no defined requirements for this interface this capability was not tested and is not covered under this certification.

12. TEST AND ANALYSIS REPORT. No detailed test report was developed in accordance with the Program Manager's request. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Unclassified-But-Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet at <https://stp.fhu.disa.mil>. Test reports, lessons learned, and related testing documents and references are on the JITC Joint Interoperability Tool (JIT) at <https://jit.fhu.disa.mil> (NIPRNet), or <http://199.208.204.125> (SIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at <http://jitc.fhu.disa.mil/tssi>.